

## Tax Sales and Adjudications

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Taxpayers with an outstanding tax sale lien may pay outstanding taxes due to the City of New Orleans.

### Redemption Payment Methods

#### In-Person Drop-Off:\*\*\*

- Dropbox available in City Hall lobby and in Room 1W40  
**(NO CASH)**
- Be sure to include a copy of the redemption statement.
- Please also provide a name and mailing address for your receipt
- Accepted forms of payment include **cashier's check ONLY (NO CASH)**

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#### \*\*\*Ineligible for payment drop-off\*\*\*:

##### CASH

### Sale of Adjudicated Property (SOAP) Payments

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\*For updates, check our website regularly at [nola.gov/treasury](http://nola.gov/treasury)\*

**Please allow 14 business days for payment processing. A high volume of payments may cause delays.**

## Payments Under Protest (PUP)

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**ONLY taxpayers who have filed an appeal with the Louisiana Tax Commission** may submit Payment Under Protest and provide the following:

- A letter stating why you would like your funds held in protest. Your letter **MUST** include the disputed amount of taxes due and the amount that is not in dispute.
- Your tax bill(s) and/or tax bill number(s)
- Your Louisiana Tax Commission appeal number or Restoration Tax Abatement contract number so that we can track your appeal and/or contract
- **TWO (2) separate checks or money orders**, both made out to the City of New Orleans; one check for the disputed amount of taxes due which will be held in protest and a second check for the amount that is not in dispute and not subject to protest.

For more detailed information, contact the Protest Unit at (504) 658-1719 or [pup@nola.gov](mailto:pup@nola.gov)



## Tips from Treasury

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CITY OF NEW ORLEANS

### Bureau of Treasury

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1300 Perdido Street  
Room 1W40  
New Orleans, LA 70112

Tax Research Unit Phone: 504-658-1712  
Tax Sales and Adjudications Phone:  
504-658-1703  
Bureau E-mail: [bureauoftreasury@nola.gov](mailto:bureauoftreasury@nola.gov)  
Tax Research Unit Email:  
[taxresearchunit@nola.gov](mailto:taxresearchunit@nola.gov)

## Property Tax

The City of New Orleans Bureau of Treasury is working to ensure that paying your property tax is a process as seamless as possible. In light of the COVID-19 guidelines, we also want to ensure that you have multiple options, which don't involve visiting City Hall, to pay your taxes.

Below are some tips to help that process.

### Methods of Payment

#### In-Person Cashier:

- Be sure to bring the entire current bill **WITH** the scannable stub
- Accepted forms of payment include cash, check, money order, or cashier's check
- Include your property address and tax bill number on your payment if not paying with cash
- Remitters will receive a validated receipt

#### In-Person Drop-Off:\*\*\*

- Dropbox available in City Hall lobby and in Room 1W40
- Be sure to bring the entire bill or stub
- Accepted forms of payment include check, money order, or cashier's check
- Include your property address and

tax bill number on your payment

#### •NO RECEIPT PROVIDED

#### Curbside Drop-Off:

- Available last 3 business days in February\*
- Accepted forms of payment include check, money order, or cashier's check (**NO CASH**)
- Be sure to include the bill stub and indicate the property address and tax bill number on your payment
- **NO RECEIPT PROVIDED**

#### By Mail:

- Use the envelope provided
- If using an envelope other than the one provided, mail to either:
  - 1) City of New Orleans, Bureau of Treasury, 1300 Perdido Street, 1W40, New Orleans, LA 70112

OR

2) City of New Orleans, Bureau of Treasury, Department 165025, P.O. Box 62600, New Orleans, LA 70162-2600

- You **MUST** include the Department number
- Accepted forms of payment are check, money order, cashier's check
- If using your bank's bill pay option, you **MUST** include our full mailing address including the Department number

#### Via Phone:

- Dial 1-888-387-8027

- Accepted forms of payment are electronic check (e-check) with no service fee or debit/credit card plus a 2.49% convenience fee.
- Be sure to provide an email address for an online payment confirmation / receipt
- If no email address is available, let the operator know.

#### Online:

- To make an online payment, go to [nola.gov/treasury](http://nola.gov/treasury) and select either "Pay business personal property tax" or "Pay real estate tax."
- Accepted forms of payment are electronic check (e-check with no service fee or debit/credit card plus a 2.49% service fee).
- Bill must be paid in full—no partial payments are accepted
- Be sure to provide an email address for an online payment confirmation / receipt

#### By Text:

- Text "hello" to 311 / JAZZ
- Follow JAZZ's prompts to make an online payment

